



Public Service Commission of Wisconsin

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PSC Approves Statewide 2-1-1

MADISON – Today the Public Service Commission (PSC) designated 2-1-1 Wisconsin as the statewide provider to oversee administration of calls for information and referral services.

“We have taken a giant step towards making the 2-1-1 number available throughout Wisconsin,” PSC Chairperson Burnie Bridge explained, “Everyone is familiar with 9-1-1 for emergency needs. With the 2-1-1 system, citizens across the state will have an easy-to-remember number to call to get information about a wide variety of health, community and social service matters.”

In July 2000, the Federal Communications Commission designated “2-1-1” as the abbreviated telephone number to be used by community and referral service entities. The PSC approved the first of several entities as 2-1-1 services in Wisconsin on an interim basis in November 2001. Currently, there are five 2-1-1 designees in Wisconsin, but they do not cover all areas of the state.

2-1-1 Wisconsin is a newly created entity organized to coordinate, fund and administer local information and referral services statewide. “I applaud the groups and organizations, including the Wisconsin Department of Health and Family Services, that came together to address this statewide need through 2-1-1 Wisconsin,” Commissioner Robert Garvin said. “Not only will the group help expand 2-1-1 service in the state, but it will also focus on quality of services.” The group plans to provide ongoing training and oversight for local referral providers.

“The 2-1-1 system provides a telephone number that is easy to remember, easy to dial and enables people in need to find the appropriate services,” Bridge noted. “It also will serve as a non-emergency community access tool in times of disaster, making statewide access to 2-1-1 very important.”

The Commission granted the designation for 30 months. At that time the Commission can evaluate 2-1-1 Wisconsin’s progress in deployment and service quality.

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